False Alarm Prevention

Information for Alarm Users

IT IS EVERYONE'S RESPONSIBILITY TO

STOP

FALSE ALARMS

Provided as a Public Service by the False Alarm Reduction Association- www.faraonline.org

False Alarm?...Problem Solved

There are several successful false alarm reduction techniques that are known by the security industry and public safety but are not widely known to the public. The three methods listed below have been proven to reduce the likelihood of false alarms.

ECV – Enhanced Call Verification: ECV is an alarm monitoring procedure requiring that a minimum of two calls be made to two different alarm user telephone numbers prior to requesting public safety dispatch. Typically, one of the phone numbers is the alarm user's cell phone.
- Reduces alarm dispatch requests by over 50%.
- Some alarm companies already use ECV. You should ask your alarm company if they practice ECV. If not, you can request that your alarm company implement ECV for you.
- Make sure the contact numbers on file with your alarm company are always up to date. Be proactive and add your alarm company's phone number to your cell phone contact list.
- Do you know who will be at your location today? Scheduled workers? Maintenance? Cleaners/Cleaning Crews? House or Pet Sitters? Landscapers? To avoid false alarms, ensure that persons with access to your location have the proper temporary codes and passwords for your alarm system. In the unlikely event that an alarm still occurs, you should expect a call from your alarm company. You can then make an informed decision as to whether to have them request police dispatch or not.

Cross Zoning: This is an alarm monitoring technique that requires more than one zone in your burglar alarm system to fault or trip before public safety is notified.
- For example, a perimeter and an interior motion alarm would both have to trip within a specified period of time in order to summon public safety. In this situation, if an interior motion trips but the perimeter does not, the alarm company will not request a public safety dispatch.
- The reasoning behind cross zoning is that an actual burglar at the alarm site will trip more than one zone, whereas a loose pet, decoration, balloon or insect may not.
- This technique is most helpful when there is an unidentified problem with the alarm system or when you are waiting for service or repairs but still desire alarm system protection.
- Call your alarm company to discuss if this option is right for you.

ANSI/SIA Control Panel Standard (CP-01): CP-01 is a standard that addresses the settings on control panels to avoid the most common cause of false alarms; user error.
- Using the CP-01 standard compliant panel reduces or eliminates false alarms caused by the following;
  1. Exit / Re-entrance
  2. Failure to enter / exit in time
  3. Building still occupied
  4. Entering / exiting through the wrong door
  5. Forgetting code
  6. Users who are not familiar with the system
- Contact your alarm company for more information and to verify that your panel is CP-01 compliant. If it is not, you may want to consider upgrading your panel to meet the standard, especially if you are experiencing problems with your alarm system.